



Ministry of  
Consumer and  
Commercial  
Relations

Personal  
Property  
Registration  
Central  
Office

400 University Ave.  
15th Floor  
Toronto, Ontario  
M7A 2J5

CA20NCC20

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# DEPOSIT ACCOUNT GUIDE

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## FOR THE PERSONAL PROPERTY SECURITY REGISTRATION SYSTEM

This Guide applies effective April 1, 1976

## **INTRODUCTION**

A deposit account is a special account which can be established with the Ministry of Consumer and Commercial Relations by a major user of the enquiry service of the personal property security registration system. The account permits the user to deposit monies in advance against which enquiry fees can be debited and thus enable the account holder to place an enquiry from any telephone. The account cannot be used to charge registration fees.

The purpose of this guide is to outline the procedures to be followed to establish and maintain a deposit account and to outline some of the conditions upon which a deposit account is granted.

The procedure for conducting an enquiry is described in another guide - the DEBTOR NAME ENQUIRY GUIDE (see Schedule "I").

### **WHY WAS THE DEPOSIT ACCOUNT CONCEPT ESTABLISHED?**

The deposit account concept was established as a convenience to the major users of the system - not as a requirement of the legislation, but only as an enhancement to the service. From the Ministry's standpoint, it eliminates the workload at the branch offices of the personal property security registration system associated with handling the enquiries through the branch offices. From the users' standpoint, it eliminates the trip to one of the branch offices.

### **WHO IS ENTITLED TO A DEPOSIT ACCOUNT?**

Any person is entitled to apply for an account. An account will be granted where the average number of enquiries is equal to the established minimum limit. Initially, the minimum limit has been established at 20 enquiries per month. The minimum may have to be adjusted if circumstances dictate.

An account is established upon the following conditions:

1. The account holder assumes financial responsibility for all enquiries made in the name of the account by any person who properly identifies the account, whether the person who so identifies the account has or has no authority to use the account for enquiry purposes.
2. The account holder is responsible to maintain sufficient funds in the account at all times to meet the fees for enquiries charged to the account. If the account is depleted so that the proper fee for an enquiry cannot be debited, no further enquiries will be handled until a deposit is made.
3. The account is subject to cancellation where, in the opinion of the Registrar, the service is abused. Abuse would include, for example, insufficient use of the account to warrant its continuance or repeatedly permitting the account to be fully depleted.

When an account is cancelled for any reason, the user will have to resort to BRANCH OFFICE ENQUIRY or WRITTEN ENQUIRY (see the DEBTOR NAME ENQUIRY GUIDE).

### **HOW IS AN ACCOUNT HOLDER PROTECTED FROM UNAUTHORIZED USE OF THE ACCOUNT?**

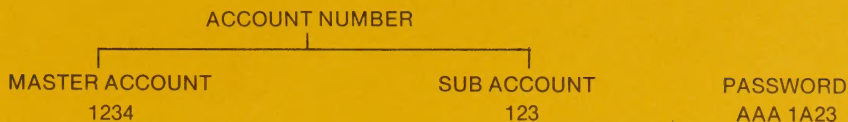
To provide the maximum protection possible to an account holder, the account identification is necessarily complex. It is composed of a mix of 14 alphabetic and numeric characters. For an unauthorized person to be able to successfully use the account, he would have to know all 14 alphanumeric characters.



## WHAT IS THE ACCOUNT IDENTIFICATION?

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The first four characters in the account identification are numeric and are referred to as the MASTER ACCOUNT NUMBER. It is only this part of the account number that will normally appear in correspondence with the Central Office of the personal property security registration system. In this Guide, the person to whom the Master Account Number is issued is referred to as the "Account Holder".

The next three characters in the account identification are numeric and are referred to as the SUB ACCOUNT NUMBER.

Up to 999 sub accounts can be assigned to each master account. Each sub account can be re-assigned, by the account holder, to different persons or locations.

The MASTER ACCOUNT plus the SUB ACCOUNT are referred to, by the enquiry operators, as the ACCOUNT NUMBER.

The last seven characters in the account identification are referred to as the PASSWORD and are composed of three alphabetic characters followed by a mix of four alphabetic and numeric characters. Each sub account will have a unique password and the password can be changed when appropriate to prevent possible unauthorized use of an account.

## HOW IS A DEPOSIT ACCOUNT ESTABLISHED?

A deposit account is established by sending a letter to the Central Office of the personal property security registration system, enclosing a cheque (payable to the TREASURER OF ONTARIO) in an amount sufficient to cover the cost of all enquiries that may be placed against the account within a one month period from the date of deposit. Initially, a minimum deposit of \$200 is required. The minimum may have to be raised if circumstances dictate. The deposit is required for each master account number established - NOT each sub account.

Please note that the name of every municipality from which it is intended to place telephone enquiry calls must be identified. The account holder will then be advised whether the Zenith telephone service is or is not available in the telephone calling areas. If the Zenith service has been established, the account holder can contact the Central Office (in Toronto) with no toll charge. If the Zenith service has not been established, the account holder will have to pay the long distance charges until such time as the service is established.

A sample letter for establishing an account is set out in Schedule "A". The sample should be closely adhered to and be set out on letterhead.

## HOW IS THE DEPOSIT ACCOUNTED FOR?

A monthly statement will be issued to the account holder showing,

- (i) the opening and closing balance for the month, and
- (ii) any deposit made during the month,

and, on a sub account basis, **for each enquiry**,

- a) the name searched,
- b) the type of search made,
- c) the type of response requested,
- d) the fee charged, and
- e) the date and time of the enquiry.

## **WHY HAVE MORE THAN ONE SUB ACCOUNT?**

The accounting system calculations are based upon sub accounts so as to permit the account holder to distribute different sub account numbers (with passwords) to different persons or locations; to monitor the use of the account; to facilitate verification of the accounting. Only one deposit is required to cover all of the sub accounts.

The sub account numbers assigned can be any numbers from 001 through 999 as appropriate to the requirements of the account holder. If no special sub account numbers are requested, the numbers will be assigned sequentially commencing with the number 001.

## **HOW IS A DEPOSIT MADE TO THE ACCOUNT?**

It is the responsibility of the account holder to ensure that there are sufficient monies on deposit at all times to cover the fees for enquiries.

A deposit can be made,

1. by mail, or
2. by personal delivery

to the Central Office of the personal property security registration system.

Whichever method is chosen for making the deposit, a letter must accompany the deposit in a form similar to the sample letter set out in Schedule "B". The sample should be closely adhered to and be set out on letterhead.

## **WHAT DO YOU DO IF UNAUTHORIZED ENQUIRIES ARE MADE AGAINST THE ACCOUNT?**

Immediately it is discovered by an account holder that unauthorized enquiries are being made against the account, the account holder should request that the password be changed.

Financial liability for the unauthorized calls remains with the account holder.

**In an emergency**, the accounts clerk at the Central Office will accept a telephone request to change a password. The telephone request must be made by an authorized representative. The accounts clerk will verify the request by a return call to the authorized representative at the telephone number given in the letter establishing the deposit account. The telephone request must be confirmed in writing.

A sample letter for changing a password is set out in Schedule "C". The sample should be closely adhered to and be set out on letterhead.

## **HOW DOES AN ACCOUNT HOLDER ADVISE OF A CHANGE OF NAME AND ADDRESS?**

Where the name or address of the account holder has been changed, a letter similar to the sample letter set out in Schedule "D" should be sent to the Central Office. The sample should be closely adhered to and be set out on letterhead.

**NOTE:** The change will be noted only in the account records. If the account holder is described as a secured party in a financing statement registered under The Personal Property Security Act, the change of name or address will not be recorded against the registration. To achieve a change of name or address for that record, a financing change statement-amendment must be registered.

## **HOW IS A NEW SUB ACCOUNT ADDED TO AN EXISTING ACCOUNT?**

Where the account holder wishes to authorize additional persons to use the account, the account holder may authorize the use of an existing sub account or may request additional sub account numbers.

The sub account numbers are issued on the understanding that the account holder is financially responsible for all enquiries charged against the account notwithstanding the enquiries are not authorized.

The sub account numbers assigned can be any numbers from 001 through 999 that have not been previously assigned and are appropriate to the requirements of the account holder. If no special numbers are requested, the numbers will be assigned sequentially commencing with the number that is one greater than the highest sub account number previously assigned.



Any additional municipalities from which it is intended to place telephone enquiry calls, should be identified. The account holder will be advised whether the Zenith service is or is not available in the calling areas.

A sample letter for adding sub accounts is set out in Schedule "E". The sample should be closely adhered to and be on letterhead.

#### **HOW IS A SUB ACCOUNT TERMINATED?**

When a sub account is no longer required, its use can be terminated.

A sample letter for terminating a sub account is set out in Schedule "F". The sample should be closely adhered to and be set out on letterhead.

#### **HOW IS THE APPOINTMENT OF AUTHORIZED REPRESENTATIVES CHANGED?**

If the list of authorized representatives is to be changed by adding, deleting or changing the names of representatives, this can be accomplished by letter. A sample letter is set out in Schedule "G". The sample should be closely adhered to and be set out on letterhead.

#### **HOW IS AN ACCOUNT CANCELLED?**

When an account is no longer required, it can be cancelled.

A sample letter for cancelling an account is set out in Schedule "H". The sample letter should be closely adhered to and be set out on letterhead.

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## SCHEDULE "A"

(Sample Letter for Establishing a Deposit Account)

To: Registrar of Personal Property Security  
Personal Property Registration Central Office  
Ministry of Consumer & Commercial Relations  
15th Floor  
400 University Avenue  
Toronto, Ontario  
M7A 2J5

Would you please establish a deposit account in the following name:

*Here type the name in full, e.g.,*

THE ONTARIO BANK OF CANADA

Please address all future correspondence as follows:

*Here type the address in full, e.g.,*

THE ONTARIO BANK OF CANADA  
ATTENTION: CHIEF ACCOUNTANT  
121 MAIN STREET  
OTTAWA, ONTARIO  
A1A 2B2

Enclosed is our cheque (made payable to the TREASURER OF ONTARIO) for \$ .....  
In our opinion the amount will be sufficient to cover the fees for enquiries by all persons  
authorized to use the account over the next 30 day period. We estimate that on an average  
there will be approximately ..... enquiries per month.

The following are the names and titles of all persons who are authorized to:

1. Cancel our account or any sub account.
2. Request a change of the password for any sub account.
3. Add sub accounts.
4. Change the name or address for our account.
5. Add or delete the name of an authorized representative.

Here set out the name and titles of each authorized representative, together with the signature of each authorized representative, e.g.,

WILLIAM J. SMITH  
TREASURER  
TELEPHONE 123-1234

.....  
(signature)

JOHN W. SMITH  
VICE PRESIDENT  
TELEPHONE 123-1233

.....  
(signature)

MARY A. SMITH  
COMPTROLLER  
TELEPHONE 123-1232

.....  
(signature)

I hereby acknowledge that financial responsibility for all enquiries charged against our account remains with this company [or as the case may be] and you are hereby authorized and directed to debit the proper fees from the account for all enquiries made by any person who properly identifies our account notwithstanding such person was not authorized by us to make enquiries against our account.

I hereby acknowledge that it is our responsibility to maintain sufficient funds in our account at all times. Should the account at any time not contain sufficient funds to cover the proper fee for any enquiry, you are hereby authorized to discontinue processing enquiries.

I hereby acknowledge on behalf of the company [or as the case may be] the conditions upon which an account is established as contained herein and as outlined in the DEPOSIT ACCOUNT GUIDE.

Enquiry telephone calls will be made from the following municipalities. Here set out the name of the municipalities, e.g., Ottawa, Toronto, Sudbury, Kingston, Rainy River, Orono and Bowmanville.

We require ..... sub accounts to be assigned.

Here, if appropriate, add:

Please assign the following sub account numbers .....

Yours truly,

[signature]  
WILLIAM J. SMITH  
TREASURER



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**SCHEDULE "B"**

(Sample Letter for Making a Deposit to an Account)

To: Ministry of Consumer and Commercial Relations  
Personal Property Registration Central Office  
Accounts Clerk  
15th Floor  
400 University Avenue  
Toronto, Ontario  
M7A 2J5

MASTER ACCOUNT NUMBER: 1234

NAME OF ACCOUNT: JONES AND SMITH

Enclosed is our cheque in the amount of \$ ..... payable to the TREASURER OF  
ONTARIO for deposit to our account.

Yours truly,

[signature]  
JOHN J. GREEN\*

*\*this does not have to be an authorized representative.*



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**SCHEDULE “C”**

(Sample Letter for Changing a Password)

To: Ministry of Consumer and Commercial Relations  
Personal Property Registration Central Office  
Accounts Clerk  
15th Floor  
400 University Avenue  
Toronto, Ontario  
M7A 2J5

MASTER ACCOUNT NUMBER: 1234

NAME OF ACCOUNT: JONES AND SMITH

Please change the passwords associated with the sub accounts identified below :

SUB ACCOUNT NUMBER	PASSWORDS
123	AAA 1A12
124	AAA 1A18
125	AAA 13A2
126	AAA 82A1

Would you please issue new passwords accordingly.

Yours truly,

[signature]  
MARY A. SMITH\*

*\*this must be an authorized representative.*

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**SCHEDULE "D"**

(Sample Letter for Changing the Name or Address of the Account Holder)

To: Ministry of Consumer and Commercial Relations  
Personal Property Registration Central Office  
Accounts Clerk  
15th Floor  
400 University Avenue  
Toronto, Ontario  
M7A 2J5

MASTER ACCOUNT NUMBER: 1234

NAME OF ACCOUNT: JONES AND SMITH

Please be advised that the name/address of our firm has been changed

from: JONES AND SMITH  
126 KING STREET  
THUNDER BAY, ONTARIO  
B1B 2B2

to: JONES, SMITH AND JONES  
126 KING STREET  
THUNDER BAY, ONTARIO  
B1B 2B2

Would you please amend your records accordingly.

Yours truly,

[signature]  
WILLIAM J. JONES\*

*\*this must be an authorized representative.*



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## SCHEDULE "E"

(Sample Letter for Adding a Sub Account)

To: Ministry of Consumer and Commercial Relations  
Personal Property Registration Central Office  
Accounts Clerk  
15th Floor  
400 University Avenue  
Toronto, Ontario  
M7A 2J5

MASTER ACCOUNT NUMBER: 4321

NAME OF ACCOUNT: THE ONTARIO BANK OF CANADA

Would you please add ..... sub accounts (with passwords) to our account.

*Here, if appropriate, add:*

Please assign the following sub account numbers .....

*Here, if appropriate, add:*

Telephone enquiries will be placed from the following additional municipalities. *Here set out the names of additional municipalities, e.g.,* Windsor, Leamington, Paisley, Forest, Strathroy and Wawa.

I hereby acknowledge on behalf of the company [*or as the case may be*] the conditions upon which a sub account is established as outlined in the DEPOSIT ACCOUNT GUIDE.

Yours truly,

[signature]  
JOHN W. SMITH\*

*\*this must be an authorized representative.*

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**SCHEDULE "F"**

(Sample Letter for Termination of a Sub Account)

To: Ministry of Consumer and Commercial Relations  
Personal Property Registration Central Office  
Accounts Clerk  
15th Floor  
400 University Avenue  
Toronto, Ontario  
M7A 2J5

MASTER ACCOUNT NUMBER: 1234

NAME OF ACCOUNT: JONES, SMITH AND JONES

This is to authorize and instruct you to terminate the following sub accounts and passwords:

SUB ACCOUNT NUMBERS	PASSWORDS
123	AAA 1A36
124	AAA 13A2
125	AAA 82A1

Yours truly,

[signature]  
JOAN JONES\*

*\*this must be an authorized representative.*



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**SCHEDULE "G"**

(Sample Letter for Changing an Authorized Representative)

To: Registrar of Personal Property Security  
Personal Property Registration Central Office  
Ministry of Consumer & Commercial Relations  
15th Floor  
400 University Avenue  
Toronto, Ontario  
M7A 2J5

MASTER ACCOUNT NUMBER: 4321

NAME OF ACCOUNT: THE ONTARIO BANK OF CANADA

Please be advised we wish to change the list of names of persons who are authorized to act as our representatives in the following particulars:

*Here enter the appropriate statement, e.g.,*

We wish to delete the name of

WILLIAM J. SMITH  
TREASURER

and add the name of

DAVID L. SMITH  
PRESIDENT  
TELEPHONE 123-1231

.....  
(signature)

I hereby acknowledge on behalf of this company [*or as the case may be*] that the above named DAVID L. SMITH is authorized to,

1. Cancel our account or any sub account.
2. Request a change of the password for any sub account.
3. Add sub accounts.
4. Change the name or address for our account.
5. Add or delete the name of an authorized representative.

Yours truly,

[signature]  
MARY A. SMITH\*  
COMPTROLLER

*\*this must be an authorized representative.*

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## SCHEDULE "H"

(Sample Letter for Cancellation of an Account)

To: Ministry of Consumer and Commercial Relations  
Personal Property Registration Central Office  
Accounts Clerk  
15th Floor  
400 University Avenue  
Toronto, Ontario  
M7A 2J5

MASTER ACCOUNT NUMBER: 1234

NAME OF ACCOUNT: JONES, SMITH AND JONES

This is to authorize and instruct you to close out our account and all sub accounts thereof.

Yours truly,

[signature]  
JOAN JONES\*

*\*this must be an authorized representative.*



Government Publications

Routing Slip

Received by:

D.S.O. ☐

Gifts ☐

Order Dept. ☐

Serials Dept. ☒

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1. Wanted for Govt. Pubs. ☒

2. Catalogue for Govt. Pubs. ☐

3. Not wanted for Govt. Pubs. ☐

Unit card for Govt. Pubs. ☐

4. Send to Gifts ☐

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Remarks:





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### SCHEDULE "I"

The following is a list of the guides that are available. They may be obtained at any branch office or from the Central Office. The guides are provided free of charge.

If you request a guide to be sent to you by mail, please direct your request to the Central Office and for each guide, provide a separate return envelope, minimum size 10" x 13", **self addressed**, with sufficient **return postage**.

	POSTAGE
1. Registration Guide .....	32c
2. Debtor Name Enquiry Guide .....	20c
3. Deposit Account Guide .....	20c

If you wish all three guides to be sent to you by mail, one return envelope, minimum size 10" X 13", will suffice and the postage required is 44c.



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